

**REHABILITATION SERVICES FOR THE BLIND  
ADVISORY COUNCIL MEETING  
8/8/03**

**ROLL CALL**

**Present:**

Members: Daryel Banks, Tory Brust, Bill Burris, Rosalie Caldwell, Lewis Chartock, Josh Douglass, John Ford, Debbi Head, Beverly Kaskadden, James Pelfrey, Penny Perr, Mary Kay Savage, John Wunder.

Department and RSB Staff: Dr. Betty Davidson; Janice Deeken; Denise Cross, Director of Division of Family Services; Brian Kincade, Director of Budget and Finance with the Department of Social Services.

Guests: Shelia Wright (1<sup>st</sup> Vice President of MO NFB), Rosalie Backer-Thompson (Coordinator - Telecommunications Access Program), Patty Schoenlau (Pres of Allied Workers of the Blind in St. Louis), Joan Lilly (driver), Tony Childers (consumer).

**Absent:**

Members: Bryan Keller (office is short on staff), Lawrence Luck (out of state for work) Russell McCampbell (doctor=s appointment), Ruby Polk (vacation). Edna Freeman, Stanley Grimsley.

Given that three new members were present, all members were asked to introduce themselves.

John Ford, Chair of the Council, runs a vending facility in the Federal Records Center in St. Louis. He is a former Rehabilitation Counselor. He represents MO NFB.

Dr. Betty Davidson, Deputy Director of RSB, is new and attending her second meeting. She is very pleased to be serving the people of the state of Missouri who are blind and visually impaired. With reduced revenue, the agency is required to reduce the number of employees. The state has also offered an enhanced retirement package. The agency is able to meet the criteria for reducing employees through attrition and retirement.

Janice Deeken, RSB Secretary, is filling in for Mary Lou Giboney who has retired.

Dr. Lewis Chartock, President and CEO of Missouri MERS, MO Goodwill in St. Louis. He replaces Marlene Morgan. His numerous activities include participation as a National CARF board member. He is a board member of MTek, the coordinating body of all the Work Force Investment Boards. He was recommended by the governor=s office and by Denise Cross to fill the position of someone in the employment sector. He represents MO training and employment.

Mary Kay Savage, new Director of MPACT, takes Janet Jacoby=s position. MPACT provides parent training and information for the state. Mary Kay is based at the main office in Kansas City. There are also six regional MPACT coordinators around the state, as well as a parent mentor coordinator. There are ten parent mentors in each region who act as liaison between parents and the school districts.

Beverly Kaskadden, is the only new member of the three present who has completed the appointment process. She replaces W. Sherman Turnage. She is from Lake St. Louis.

She has been totally blind for 14 years. Her personal mission is to get information regarding blindness out to all those who need it.

Abby Pfefferkorn, a college student at SMSU, is currently taking computer training at the Colorado Center for the Blind in Denver and could not be present at this meeting. She is replacing Marcus Engle. She has completed her senior year at Sikeston high school. She fills a consumer slot on the Council.

Rosalie Caldwell is from Kirksville. She is legally blind. She owns several businesses: a security company, a retail store, and a commercial heating, cooling, and refrigeration company. She represents business.

John Wunder, mayor of Cleveland, Missouri, is also the father of Gary Wunder, President of Missouri NFB. John asked that the Council determine if there was quorum before going on. He reminded the Council that there was not a quorum in February. The new members can be included even though they haven't been approved by the Senate. So a quorum was present. John owns a construction business.

Debbi Head is the Inclusion Facilitator for Pattonville, Kirkwood, and Rockwood. She has been a Teacher of the Visually Impaired. She currently works with children who have physical impairments other than blindness. She also works with assistive technology and augmentative devices. She represents business, industry, and labor although her background is education.

Josh Douglass, is with Missouri Protection and Advocacy, and is the Client Assistance Program (CAP) representative for RSB. His job is to assist consumers in resolving disputes.

Bill Burris is from West Plains, Missouri. He serves on several councils for the governor and secretary of state. He is on the State Library Council, Wolfner Library, RSB Council, RSB Older Blind Services Steering Committee, and is Treasurer for MCB and President of the Independent Living Centers.

Jim Pelfrey is from Cape Girardeau. He was previously employed by SMSU. He is a guide dog user.

Penny Perr is a Senior Vocational Rehabilitation Counselor in the St. Louis South office of RSB. She is on the Council as the representative of RSB.

Daryel Banks is a college student studying information technologies.

## **DIRECTOR'S REPORT**

**Denise Cross, DFS**

**Brian Kincade, DSS**

Denise Cross announced that DFS will soon change its name to the Family Support Division. John Ford thanked Denise for allowing him to represent the Council and be included in the hiring process. Denise stated that she was present to update the Council, and offered the following: They are preparing for the legislative session in January. This is a challenging time for government right now. All state government is in the midst of budget reductions, hiring freezes, etc. But it is also a time to look for opportunities as well as look at our effectiveness. As you know, the budget process was lengthy. The Governor vetoed it. RSB was held pretty harmless as far as services go. There was a 15% administrative cut across the board in all divisions. This covers equipment and expense

costs but is mostly for staff in central office. We are managing that through resignations and attrition. We do have a hiring freeze. A retirement incentive package was put forth B it allowed health insurance for a period of time. Only one in every four empty positions can be refilled. There may be some exceptions around the retirement guidelines allowing us to fill some positions, but we don't have clear guidelines yet. Anyone who retires during last February and next December is counted as part of this deal. 800 individuals in the department were eligible for retirement. About 400 of these have taken retirement. The department is trying to cut duplication, work smarter and leaner. We are beginning work on the budget for fiscal 2005. It is not expected to get better B it may get worse. The Governor created by Executive Order a Children=s Division which will include Child Abuse & Neglect and Foster Care and Adoption Services. That allowed creation of the Family Support Division B child support, blind RSB, income programs. Steve Rolling, Department Director, has been visiting RSB offices in KC and Springfield trying to learn about our organization. We will be a case load growth and rate increase in Blind Pension. 3500 people are on Blind Pension and the numbers are growing about 3% a year.

Brian Kincade talked in greater depth about Blind Pension. The first budget cycle funded the rate increase and case load growth and a small supplemental from the previous year. A decision was made to replace some of the general revenue funding and some social services with Blind Pension monies. This was done to alleviate the general revenue budget and also because there is a sizeable excess in the fund.

Bill Burris asked, AIs that legal? To take it out and give it to RSB?@

Brian responded, AYes. After Blind Pension is funded, monies can be used to support the Commission for the Blind. In Missouri that has been interpreted to mean the blind administrative programs in the Department of Social Services. Historically, since the 80=s, there have been monies from Blind Pension that have gone to RSB.@

Bill asked, AWhy is it just sitting there?@

Brian answered, AFirst the money goes to support the Pension and then to programs that promote services for the blind and visually impaired. We have been very committed and careful on that point.@

John Ford said, AI remember back in the 80s, the Director of RSB had asked for some additional funds to expand the program. The Advisory Council was asked if that was what they ought to do. This time they simply did it without asking.@

Brian added, AThere is a constitutional provision that applies to Blind Pension that every two years the Treasurer is obliged to sweep excess balances. There is direction that the money go to public education.@

Bill said, AWe fought this in the early 90=s - that it not be swept. We finally got it stopped.@

Brian said, AThere are provisions on how Blind Pension can and should be used. This has to be fought each time. There is also a provision that it be swept. We fight that and make sure it doesn't happen each time. Property values have increased substantially over the last couple years and this has affected Blind Pension. We lag behind about a year with Blind Pension rates. We try to find a way to manage that balance to make sure it=s legal and supports the blind community. Interest with the fund stays with the fund.

There is 23 to 23 2 million in the fund. 2-2 2 million supports the blind programs here in social services.@

Lewis Chartock asked what the replacement rate was of blind people.

Brian responded, AThe case load grows and has grown steadily over the last 10 years. In 1993 there were 2133; in 1997, 2434; in 2000, 2528; etc. There has been a steady march forward. Supplemental Aid to the Blind continues to grow as well. It=s about 800 today.@

John Wunder said, AWe have to keep fighting to keep from sweeping it. In the early 90=s, money was taken to support Medicaid. 5-6 million a year used to pay for medical benefits.@

Bill said, AIt went into the general fund.@

Brian said, AI=m certain that=s true. I don=t know. Blind Pension comes from property tax. All the revenues come in the winter when people pay those taxes. We need to have a sizeable balance to pay throughout the year. The balance is approaching 10 million and may get larger this year. I won=t be approached to sweep for a year.@

Penny Perr asked if it would be possible to lower the criteria for acuity and fields, thus adding more people and using more money.

John Ford said, AThere are 56 counties and they all operate differently because they interpret differently.@

Bill Burris added, AYes, they certainly do and that shouldn=t happen.@

John Wunder asked, AThe counties set their own laws?@

Bill Burris answered, ANo, they just all interpret differently.@

Penny Perr said, ASome counties rarely get applications and may not always know what to do.@

Denise Cross said that with 115 counties, policy consistency is something we struggle with in all programs.

Penny Perr suggested that there might be some flow chart or check list simpler to read rather than the complicated pages of instructions.

Someone asked what the Blind Pension monthly payment was. It is \$470.

Debbi Head asked who monitors the system.

Denise said there is random monitoring as well as hearings for individual cases.

John Ford asked if someone above the county level should be monitoring.

Denise offered to do some analysis regarding the program eligibility guide and the fund balance itself and how it is managed. ADoes that capture the wishes of the council?@

Lewis Chartock mentioned the need to hold 75% in reserve so that you won=t run out of money later on.

Brian said, AWe might want to look at the rate increase. The law says we must hold this back. The case load growth adds to the money.@

It was suggested that Brian could put some of this information together and send it out to members, especially for the new members.

Beverly Kaskadden asked if there was a review board.

Denise said there was as well as the appeal process.

Beverly wondered if applicants realize that they can appeal.

Denise said, AWe tell them throughout the process. But again, it=s a lot of information and is hard to process all the time.@

John Ford concurred. A lot of people won't appeal because they think it will be a waste of time.

Jim Pelfrey suggested that it would be interesting to track that.

Rosalie added that 95% of people are not assertive, whether they are blind or not.

Denise said, AWe'll do an analysis of what happens and let you know.

Josh Douglass asked if they could look at it county by county. AThere are trends in geography that the numbers won't show.

Denise agreed. She said the information is tracked by county. AThe next meeting will be in November and we'll get back to you with all this.

John Ford brought up the issue of resources for the Council's liaison. AYou're talking about millions of dollars. Much less than that would make a huge difference in what we are able to do as a Council. He thought the Council had probably spending \$80,000 or so. AToday we're looking at a fifty percent cut for support of the Council. I still don't think we should go to such a cut when that Blind Pension money could be used to support the Advisory Council. The Advisory Council includes such a mix of people working in the field that it is vitally important.

Denise said, AWe tried to look at the cost allocation and then have a budget for you so that when we have cuts you are not impacted. The amount is not adequate is what you're saying?

John Wunder said, AWe were supposed to be getting that in black and white B the Council costing about \$80,000 a year. Do we have any figures to document that?

Denise said, AYou have been given the ability to contract and pay for a liaison so that when we have reductions in staffing the liaison will not be cut. We looked at the cost of travel and all the logistical pieces, the time the staff committed to the council. Do you want to look at this again and come up with some kind of proposal?

John Wunder said, AWe don't know what the costs are.

Denise asked, ADidn't we propose a budget of \$25,000?

John Wunder said AWe are giving everything up. We need someone who can get the things out to us. We don't get the information to do our job. We need somebody to work for us and get this information out to us. Comments have been made but not put in writing.

Denise said, AWhat about the draft of the scope of work? Wasn't there a conference call with the subcommittee to get this finalized? Did we not have a recommendation from the subcommittee?

John Wunder said, AI'm on the committee and my vote is >no=. I don't see how someone would do what we need for \$15,000 a year.

Lawrence Luck shared the information with John Ford and he is to present it at this meeting. No decision was made.

John Wunder said again, AWe really can't do what we're supposed to do with a person who will do that kind of work for that price.

Denise asked how to move forward on this issue.

John Ford said, ALawrence Luck was concerned about being more specific. It is an RFP with RSB and the Council & the council has some responsibilities for supervision. The

other part we can work out as we go. I thought from listening to Brian that Blind Pension could fund the Council more adequately.@

Bill Burris said, AI don=t want you digging into that Blind Pension too much.@

Denise said that the goals were to protect the council and its work from any future budgeting decision and give the Council the opportunity to have greater control over the procedures.

John Ford said, AThat is good, but the current plan says RSB can wipe it out immediately if it doesn=t have the money. It says that RSB can terminate the liaison immediately for any reason. It doesn=t give us control. He has to favor you instead of us because you can fire him and we can=t. We need to clarify who we hire, how he is controlled, and we need more money. You are only giving 100 hours and we asked for 1000.@

Denise said, AI don=t want to draw a line in the sand here. I want you to have the support and resources that you need. We need to get this settled.@

John Wunder said, AIf somebody=s not trying to destroy the council, then we can.@

Denise clarified that there is a lot of scrutiny about how money gets spent.

John Wunder added, ATo be told how much I can spend to eat - this doesn=t set well with people.@

Denise said that these are policies that are applied to everyone who is a state employee.

Bill Burris added that all councils are on the same budget.

Brian said that mileage was 33 2 cents and now it=s back to 33 cents.

John Ford asked who on the council would like to do negotiations.

John Wunder said, AWe have a subcommittee set up already. The resource plan committee.@

John Ford asked if a committee should meet with Denise to negotiate to see what we can do between us.

Jim Pelfrey asked if we need a formal motion.

Debbi Head asked, AAre you asking for a different committee?@

John Wunder said, AThere was a request by Russ that we get all the figures in black and white. We=re supposed to get everything in writing and out to the council. No, it was on the conference call. I asked for it on the last meeting. At the conference call it was mentioned again by Russ.@

Denise said, AWe can also do a summary of RSB budget coming into this year. The RFP was sent to everyone and it can be sent out again.@

John Wunder said he already had it.

Brian left at this time.

Denise said, AWe can have the RFP sent electronically so everyone will have it today.@

Jim Pelfrey asked, AJohn, do we need a motion?@

John Ford said, ANo, we refer it back to the committee.@

Betty Davidson suggested the need for a time line

John Ford said the committee needed to do a conference call at least.

John Wunder thought that conference calls had not worked very well.

Betty Davidson explained that the old way the calls worked was where the operator called everyone. With 4:45 calls, the operator cannot control what happens after 5 p.m. If someone falls off and can=t get back on, the operator cannot put the person back on.

The new way, there is a phone number that you call. AFor that meeting, we sent out e-mails, etc. so that you would know to call.@

John Ford said, AUnder this system, it=s been our member=s fault for not calling in. We need to say when we want to do it and be ready to make the call. Can we make that decision now? The Chair is not here. Can we say in advance what day and what time?@

Betty Davidson asked, AThis coming week? Do you want me on the call?@

Denise said, AThen maybe in September, we can sit down together and meet in person to reexamine your proposed resource plan. Once the decision is made, then I have the support of the council?@

Several people agreed that she would have support.

The committee consists of Penny Perr, LawrenceLuck, Mary Kay Savage for Janet Jacoby, Bill Burris, John Wunder, and Edna Freeman. John Ford sits in on all committees as Chair. It was decided to hold the conference call next Tuesday, 8/12/03, at 4:45.

John Wunder mentioned that he had asked that Russ be on the committee during the last conference call because of his knowledge of state budgets.

He will be asked to be on this call.

Denise Cross left at this time.

### **APPROVAL OF MINUTES**

John Ford said that there should have been two executive board positions, but that we only voted on one, Lawrence Luck. Jim Pelfrey was nominated. Then Debbi Head pointed out that she was actually nominated last time, but it was not reflected in the minutes. Jim removed his name from the nominations and moved that Debbi be nominated again in his place. Debbi was voted in unanimously. Lawrence Luck is first executive board member and Debbi is second. Tory Brust apologized for omitting this from the minutes.

John Wunder said that he was appointed to the Governmental Affairs Committee at the last meeting, but his name was not on the new list of committee members. It was agreed that John Ford would send out a new list of committee members and officers. Council members can let John know what committees they wish to participate in.

### **DEPUTY DIRECTOR=S REPORT**

Dr. Betty Davidson started her report with the list of both current and pending resignations: Mary Lou Giboney (Clerk IV in Central Office), Lillian Hill (Management Analyst), Jim Holmes (Rehabilitation Teacher), Roger Tesney (District Supervisor), Darrel West left (Rehabilitation Counselor), Janet Renken (Accountant) leaving the end of this month, Alma Hile, Carolyn DeGroot (Rehabilitation Teacher), Frank Selsor (O&M Specialist) from KC. Mark Laird has been acting District Supervisor and will now take that position. Bill Cobb will be interim District Supervisor in Sikeston. Betty will try an internal transfer to get someone for Mary Lou. She Can=t advertise outside until interviewing all internal applicants. St. Louis North will start advertising next week for a District Supervisor. RSB will put it out on the net. Betty asked that people please get the word out to anyone you think would be interested.

Yesterday was a District Supervisors= meeting. RSB is having Microsoft Outlook installed. Word will be installed next. RSB has been woefully behind in technology. Some of the new people did not get their information because Janice did not have time to make the conversions quickly. Betty had three District Supervisors contact Washington State for help in designing a software system to put all RSB information on. The next issue is the budget. RSB will be reassigning duties so they will know whom to call when they have budget questions and to fill in the gaps from reduced staff. Next week the District Supervisors will have another meeting to reassign roles. They will be working on the satisfaction survey, transition, HIPPA, etc. Betty will be attending the State Directors= meeting at RSA=s expense. On 8/26-29/03, there is a review to ensure that RSB is abiding by federal regulations.

There was some discussion about the date for the next meeting. Bill Burris has another regular meeting the second Friday of each quarter. John Ford also had a conflict. It was moved and seconded that we make the meeting the first Friday by Rosalie, and Bill seconded. No discussion. The vote was unanimous.

John Wunder said there was to be a meeting with Denise Cross that never took place and he asked what had happened.

John Ford said that they couldn=t meet because nothing had been confirmed with the budget.

## **FACILITY REVIEWS AND CONSUMER SURVEYS OF FACILITIES**

Betty Davidson mentioned the facility reviews. A survey was sent to consumers as well, but there was only a 26% return. Bill Hagood usually does the reviews along with a different blind staff member each time.

## **PUBLIC FORUM**

Tony Childers, consumer, was given an opportunity to speak at this point as his report related to facility reviews. He related the following: He went to the Colorado Center for the Blind in January as a resident in training and for the adaptive technology course. He was elected as president of the student body association. He had some concerns about the lack of structure and lesson plans. He formed a committee and met with management about this but nothing changed. He met privately with the Director. After his complaints, reports sent to counselors about him went from positive to negative. CCB encouraged all students to apply for Section 8 housing. He was concerned because he thought doing so would threaten his citizenship in his home state. He didn=t want to lose his residence as a Missouri citizen. Bill Hagood came to do the site survey. After that, Tony was warned by another staff member that he was a Awanted man.@ On July 16, he was waiting at a bus stop and got a phone call from Kimberly Johnson, the bookkeeper. He was told he was being evicted because of hacking into their computer system and told to pack up and get out. He believes these allegations are false. He spoke with Dr. Davidson twice on Friday the 18<sup>th</sup> and asked why RSB was not advocating for



him in any way. He claimed Ashe refused on both occasions to advocate for me in any way.@

Betty Davidson stated that she did call the Center and had asked them not to call the police and to let Tony be allowed to get his certification at home and we would help him in any way possible. Betty didn't want to fight with people; just get what Tony needed. Tony decided he wanted to stay. RSB did pay for his training. Tony said CCB never gave him a ticket and had the police there. They had promised Betty they would give him a ticket and not call the police. They gave him an e-ticket that he thought was an itinerary.

Penny Perr, as Tony's Rehabilitation Counselor, added that she was never informed that Tony was going to be terminated from the program. Tony called her and said, AI have an hour to get out of here. I have a plane leaving around noon.@ Penny had not authorized any transportation. She contacted CCB and the reason that they gave for evicting Tony was for hacking into their computer system, that he said was later proven untrue. Tony had a 94.9 grade point average.

John Ford said, ALet's not discuss individual cases.@

Bill Burris commented, AAt the last meeting in KC we did.@

John Ford said, AThat's when we made the rule.@

Penny Perr said, AThis hinges a lot on whether their contract should be kept. Their actions were illegal. They were double dipping. We're discussing facility reviews.@

John Ford said, AI got a lot of added information B more than his concerns.@

Patty Schoenlau asked, AWhere is the appropriate place where this needs to be taken to?@

John Ford said, AFile a grievance against the agency. Request a fair hearing. There are conflicting views and statements, and the agency that we are here to help is being accused.@

Rosalie BackerBThompson said, AI think in general Tony can ask us to review the facility. He cannot give specifics of his case. He can ask us to re-look at the agency.@

Bill Burris said, AWe've had trouble with this agency in the past. I don't know why we keep using them.@

Rosalie Backer-Thompson responded, ABecause people ask to go.@

Debbi Head said, AI've had students who have gone to this agency and have had good success. They have had good computer training.@

Jim Pelfrey confirmed, AYou want to have your story heard.@

Bill Burris asked, AAre you going to file a grievance?@

Tony said yes, he was.

Debbi Head asked, ADo we as a Council find out the results of any grievances?@

John Ford said, AWhenever a consumer is unhappy, he has a right to a fair hearing. That includes the list of hearing officers provided by RSB. These people have had training in mediation. The Hearing Officer acts as judge.@

Bill Burris asked, AWho's going to review the center again?@

Betty Davidson responded that Bill Hagood and Kathy Wright did the site survey. They went back after talking to Tony. RSB wrote a letter to CCB emphasizing that they must be in compliance with the contract. Tony stated that he got an advocate in Colorado.

Debbi Head asked, ADo we get information regarding fair hearings?@

John Ford said, AOnce the hearing officer has filed his response, that would be public information.@

Rosalie Backer-Thompson asked how CCB had responded.

Betty said, AThey told us they would meet our requirements.@

Rosalie asked if, indeed, they have they answered our concerns and Betty replied that they are working on it.

Lewis Chartock commented, AWe are dealing with a particular person=s issues.

Although I trust what you=re saying, we must hear both sides. If there are institutional levels of concern, we must deal with those. But let=s not mix the institutional and the personal.@

Jim Pelfrey commented, ATony=s concerns, with dealing with the specifics, make me more diligent.@

Josh Douglass added, AThe only way anything will change is on the macro level. There is no obligation for CCB to reply to the results of a hearing. RSB must work on enforcement of contract. A fair hearing will deal with the individual.@

## **INTRODUCTION OF NEW EXECUTIVE BOARD**

Chair: John Ford

Vice Chair: Stan Grimsley

Secretary/Treasurer: Ruby Polk

First Seat Executive Board Member: Debbi Head

Second Seat Executive Board Member: Lawrence Luck

These new officers will begin their terms September 1 for one year.

## **COUNCIL COMMITTEE REPORTS**

Planning Committee (state plan due in early spring) Chair: James Pelfrey

No report

Evaluation Committee (annual report due in December) Chair: Rosalie Caldwell

Debbi Head said that she had requested past annual reports and federal regulations regarding them. She hasn=t yet received that information. She would like to see annual reports for the last three years.

John Ford said that there was something written about annual reports when the governor formed the Advisory Council.

Kathy Wright is the liaison for this committee and can get whatever information people want out to them. It was determined that two braille copies, two large print copies, and one regular print copy would be needed.

Program/Policy Committee Chair: Tory Brust

No report

Governmental Affairs Committee Chair: Ruby Polk  
No report

Ad Hoc Bylaws Chair: John Wunder

John Wunder reminded the Council that we discussed the bylaw changes at the last meeting and needed to pass them at this one. Mary Lou Giboney had sent copies of the bylaws out to everyone with the proposed changes in brackets. John read all the proposed changes. They can be found in each member=s individual copies. In general, the word AAdvisory@ was taken out of the title, goals and priorities in the state plan must be decided jointly between RSB and the Council, the membership needed to include a representative from education and one from the state work force investment board. There are to be four meetings a year in locations determined by the Council.

Bill Burris moved that we accept the new bylaws as amended.

Jim Pelfrey seconded.

The vote was unanimous.

The group took a break to honor John Wunder on his 76<sup>th</sup> birthday.

## **HIPAA**

Keith Roderick was present to discuss HIPAA. DVR is not implementing HIPAA regulations. The Department of Social Services is because it manages Medicaid. Consequently, it has to be covered. The Department decided to apply the regulations department wide.

Betty Davidson said that the way the department has interpreted HIPPA is that if anyone mentions RSB, that automatically constitutes a disclosure that someone has the medical condition of blindness, and that is against the regulations. The Department is willing to meet with RSB to discuss some of these problems.

Penny Perr has gotten together a list of contracted vendors to send to the Department so that they can send out Business Associate Agreements. Then a disclosure is not required each time they are used.

Josh Douglass said his understanding was that if a client is present when someone is contacted, there is consent.

RSB has been told that clients must sign a release at all times. Verbal disclosures are not OK.

Josh added that the situation has been more complicated than it should be. He has had situations arise where CAP clients couldn=t get their own records. That issue has since been resolved.

## **PREVENTION OF BLINDNESS**

Keith Roderick is also a trainer and coordinates Prevention of Blindness. He works with RSVP (retired seniors in Sedalia) to do 3 glaucoma screenings a year. He will do one at the State Fair. About 2% of people screened show high pressures.

The phone number for the conference call about the resource plan is 1-866-809-5704. RSB will send it out electronically.

John Ford reiterated that he realized Tony Childers had concerns, but the Council was under constraints not to deal with individual issues.

Tony said that RSB and the Council do need to attend to these issues. The programs at CCB do need some work. For example, there was no home management instructor from the end of February to the end of July. RSB and the Council really do need to look closely into activities at CCB to see exactly what they are providing to the clients.

## **KAIZEN**

### pluses

- \_ good food
- \_ good discussion
- \_ opportunity for people to talk issues out
- \_ more of an open, friendly atmosphere
- \_ liked the materials that arrived ahead of time
- \_ good hotel

### things needing improvement

- \_ didn't get agenda in timely fashion
- \_ need to follow agenda
- \_ organize agenda better
- \_ lunch for Bill Burris (it never seems to arrive)
- \_ coffee or refreshments of some kind
- \_ a choice of a hotel with restaurants, etc., nearby
- \_ never enough time to socialize and discuss issues informally with the other Council members.
- \_ disagreement about preference for length of meeting B one day or two days
- \_ planning time
- \_ need for New Member Kit (Mary Lou had list of basic things to give new members but not put together in a kit.)

The meeting adjourned.

Respectfully submitted,

Tory Brust  
RSB State Rehabilitation Council, Secretary